

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



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August 30, 2004

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **STATUS REPORT OF STAGE 1 CHILD CARE CONTRACT
(BOARD ORDER SYN. #45 - DECEMBER 1, 1998)**

In response to your Board's December 1, 1998 order, this is the semi-annual Stage 1 Child Care contract evaluation report for January - June 2004 services. Statistical data has been updated to reflect the 13 contractors' performance of services under the contract for the first six months of 2004.

Collocation Staff: Contractor staff collocated at our CalWORKs and GAIN Regional offices continue to provide expedited referrals and child care authorizations to all CalWORKs participants seeking Child Care Services.

Average Number of Children Served: The monthly average number of children served in Stage 1 during the period was 19,391 compared to 20,383 during the previous six months, a decrease of 992 children.

Average Number of Cases Served: For the period January - June 2004, the average number of cases receiving Stage 1 Child Care Services was 12,136 cases per month. This is a decrease of 495 cases from the July - December 2003 average of 12,631.

Complaints: During this reporting period, there was a slight decrease in the number of child care complaints received, with an average of 48 calls per month compared to 56 calls per month in the previous reporting period. The average monthly complaints continue to be less than one percent of the average monthly caseload.

Monitoring: DPSS continues to monitor the agencies closely by conducting on-site case reviews to confirm that contractors adhere to contract provisions for time limits for

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making referrals, authorizing child care and issuing timely and correct child care provider payments. Other areas reviewed by DPSS include case record documentation and meeting the language requirements mandated for agencies' staff. Overall, DPSS has found services of the 13 contractors to be satisfactory.

The new contract approved by your Board on April 6, 2004 went into effect May 1, 2004. The contract included enhanced performance measures with financial remedies should a contractor not meet expected standards.

Staff Turnover: Staff turnover rate during this period increased to 13 percent from the last six months rate of nine percent. Five of the 13 agencies increased the number of staff working on Stage 1 Child Care Services, while four of the contractors decreased staff between January - June 2004.

BY:cjr

Attachments

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Child Care Planning Committee
Auditor-Controller

NUMBER OF CHILD CARE CASES/PAYMENTS

The following chart reflects the combined number of Stage 1 Child Care authorizations and referrals processed by the Alternative Payment Program agencies and the authorized amount of Stage 1 Child Care payments issued.

ALTERNATIVE PAYMENT PROGRAM AGENCY	CASES RECEIVING REFERRALS AND CHILD CARE ASSISTANCE January-June 2004 (1)	AUTHORIZED AMOUNT OF PROVIDER PAYMENTS (2)
Center for Community and Family Services	6,675	\$6,961,437.09
Pathways (formerly Child and Family Services)	3,991	\$3,019,466.18
Child Care Information Service	2,825	\$2,362,010.54
Child Care Resource Center	10,216	\$9,572,095.26
Children's Home Society	7,220	\$6,484,870.92
City of Norwalk	692	\$347,684.38
Connections for Children	1,166	\$1,032,926.62
Crystal Stairs, Inc.	19,488	\$16,979,252.92
Drew Child Development Corporation	4,408	\$5,081,961.47
International Institute of Los Angeles	797	\$522,938.43
Mexican-American Opportunity Foundation	6,698	\$5,404,116.87
Options	4,125	\$3,085,238.03
Pomona Unified School District	4,515	\$3,811,960.75
TOTALS:	72,816	\$64,665,959.46

(1) Combines Agency claimed referrals plus authorizations posted to the Department's GEARS system, and the agencies monthly invoices from January through June 2004.

(2) Child care payments authorized by the agencies, as reported on the Department's GEARS system and the agencies monthly invoices from January through June 2004.

NUMBER OF CHILDREN SERVED

The following chart reflects the average number of children by age category who have received child care services per month, during the first six months of calendar year 2004, by each of the Alternative Payment Program agencies. The total average number of children serviced during this period decreased by 992.

ALTERNATIVE PAYMENT PROGRAM AGENCY	CHILDREN'S AGES							
	UNDER ONE	1	2	3-4	5-10	11-12	13-18	TOTAL
Center for Community and Family Services	49	184	229	416	904	203	20	2,005
Child Care Information Service	23	64	93	185	309	86	9	769
Child Care Resource Center	89	278	350	669	1,351	302	51	3,090
Children's Home Society	37	129	219	380	781	198	22	1,766
City of Norwalk	5	19	19	40	85	18	2	188
Connections for Children	9	28	26	74	100	27	2	266
Crystal Stairs, Inc	165	514	581	979	2,070	545	60	4,914
Drew Child Development Corporation	39	138	148	274	597	142	16	1,354
International Institute of Los Angeles	7	14	20	45	79	8	2	175
Mexican-American Opportunity Foundation	42	134	177	353	733	178	16	1,633
Options	30	106	130	255	460	106	12	1,099
Pathways	23	85	107	209	490	127	13	1,054
Pomona Unified School District	23	91	118	238	500	93	15	1,078
TOTALS:	541	1,784	2,217	4,117	8,459	2,033	240	19,391